

Amendments To Claims

1-27. (Cancelled).

28. (New) A method for predicting a set of parts for an onsite repair of a product, comprising:

determining a cost of mis-predicting each of a set of parts that may be replaced during the onsite repair in response to a repair history;

selecting the parts in response to the costs.

29. (New) The method of claim 28, wherein determining a cost includes determining a cost associated with unnecessarily sending the corresponding part to the onsite repair.

30. (New) The method of claim 28, wherein determining a cost includes determining a cost associated with not sending the corresponding part when needed to the onsite repair.

31. (New) The method of claim 28, further comprising identifying a set of symptoms associated with the product.

32. (New) The method of claim 29, wherein determining a cost comprises determining the cost in response to the symptoms.

33. (New) The method of claim 28, wherein determining a cost includes:

determining a number of times that each part was under-predicted;

determining a number of times that each part was over-predicted;

determining a number of times that each part was correctly predicted.

34. (New) The method of claim 33, wherein determining a cost includes combining the numbers of times with a cost associated with under-predicting the parts and a cost associated with over-predicting the parts.

35. (New) The method of claim 34, further comprising determining the costs associated with under-predicting and over-predicting the parts.

36. (New) The method of claim 35, wherein determining the costs includes determining an average of the costs associated with under-predicting and over-predicting the parts.

37. (New) The method of claim 28, wherein selecting the parts includes selecting the parts for transport to the onsite repair.

38. (New) The method of claim 28, wherein selecting the parts includes selecting the parts for training of call qualifiers.

39. (New) The method of claim 28, wherein selecting the parts includes selecting the parts for flagging to call qualifiers.

40. (New) The method of claim 28, wherein selecting the parts includes selecting the parts for stocking a repair vehicle.

41. (New) The method of claim 28, further comprising determining which products are least desirable to support

in response to the costs.

42. (New) The method of claim 28, further comprising determining which personnel to target for additional training in response to the costs.

43 (New) A system for predicting a set of parts for an onsite repair of a product, comprising:

repair history that includes information pertaining to a set of prior onsite repairs;

cost data that includes a set of costs associated with mis-predicting each of a set of parts that may be replaced during the onsite repair;

metric calculator that determines a waste metric for each part in response to the repair history and the cost data such that the waste metrics enable a selection of the parts for the onsite repair.

44. (New) The system of claim 43, wherein the metric calculator determines the waste metrics by determining a number of times that each part was under-predicted and a number of times that each part was over-predicted and determining a number of times that each part was correctly predicted.

45. (New) The system of claim 43, wherein the metric calculator determines the waste metrics in response to a set of symptoms associated with the onsite repair.

46. (New) The system of claim 43, wherein the repair history includes an identification of a set of parts sent to the prior onsite repairs and a list of actual parts needed in the prior onsite repairs.

47. (New) The system of claim 43, wherein the cost data

includes a set of costs associated with over-predicting the parts and a set of costs associated with under-predicting the parts.

48. (New) The system of claim 43, wherein the metric calculator determines a waste metric for a plurality of sets of parts such that the waste metrics enable a selection of the sets of parts for the onsite repair.

49. (New) The system of claim 43, wherein the selection is a selection of the parts for transport to the onsite repair.

50. (New) The system of claim 43, wherein the selection is a selection of the parts for training of call qualifiers.

51. (New) The system of claim 43, wherein the selection is a selection of the parts for flagging to call qualifiers.

52. (New) The system of claim 43, wherein the selection is a selection of the parts for stocking a repair vehicle.

53. (New) The system of claim 43, wherein the waste metrics enable a determination of which products are least desirable to support.

54. (New) The system of claim 43, wherein the waste metrics enable a determination of which personnel to target for additional training.